

IDAHO PSAP STANDARDS & TRAINING COMMITTEE

OFFICIAL MINUTES

A meeting of the Idaho PSAP Standards & Training Committee was held on September 11, 2019, at the Valley County Sheriff's Office EOC in Cascade, Idaho.

Commencement

Chair Kevin Haight called the meeting to order at 10:13 a.m. A quorum was present.

Members Present:

- Kevin Haight, Idaho State Police
- Cullin Sherman, Madison County SO
- Carmen Boeger, Nampa PD
- Roxanne Wade, Canyon County SO
- DeAnn Taylor, Cassia County SO
- Lynn Parker, Jefferson County SO
- Cindy Felton, Lewiston PD
- Erin Hidalgo, Bingham County SO
- Charlene Holbrook, Post Falls PD
- Stephanie Harris, Pocatello PD
- Wendy Berrett, Whitcom
- Trisha Marosi, Idaho State Police (via Phone Bridge)
- Kelly Copperi, Valley County SO (via Phone Bridge)

Members Absent:

- All members were present.

Others Present:

- Craig Logan, 911 Program Manager for IPSCC
- Sarah Kipper, Owyhee County SO
- Rebecca Simpson, SIRCOMM (via Phone Bridge)
- Jennifer Sullivan, Idaho State Police, Idaho APCO/NENA President

9/11 Moment of Silence

Kevin Haight started the meeting by asking for a moment of silence in remembrance of those who sacrificed their lives on September 11, 2001.

Leadership

Kevin Haight shared information from a book he recently read called *On the Edge: The Art of High Impact Leadership* by Alison Levine. He shared five principles of leadership from the book:

1. Sometimes it hurts. (Not easy to be a leader).
2. Go back, Jack, do it again. (Progress never follows a straight path).
3. Complacency will kill you. (Leaders challenge the status quo).
4. Bring it. (Be prepared and be responsible for your own abilities).
5. You're not all that. (You can and should control the way you treat others. Be selfless and gracious).

Consent Agenda

*Committee Financial Report – Wendy Berrett gave the Committee Financial Report – Travel - \$5,233.07
Training - \$1,904.71*

MOTION: DeAnn Taylor moved, Carmen Boeger seconded, that the Committee Financial Report be approved. The motion passed.

Information Agenda

APCO/NENA Chapter Updates

Jennifer Sullivan shared the following:

- September 15, 2019 is the deadline for nominations for the open APCO/NENA Chapter board positions.
- Annual award nominations have been sent out for critique and judging. Award winners will be notified prior to conference.
- Idaho was awarded the Western Regional Conference for 2021. She would like the committee chairs for the 2021 conference to attend the Western Regional Conference being held in Ogden, Utah in April 6-9, 2020 so they can shadow the committee chair to learn what their responsibilities will be.

ECO Academy Curriculum/IDLA – Status Update

Some academy curriculum objectives are being reviewed by Kelly Copperi, Stephanie Harris, and Jared Olson. Stephanie Harris shared that they received feedback from the instructors and students from the last Emergency Communications Officer POST Academy and are making changes for the upcoming academy being held in December.

Kevin Haight shared that the goal is to have the online academy completed by late fall/early winter.

Kevin Haight shared that Nampa Police Department personnel recorded and transcribed class information during the last Emergency Communications Officer POST Academy. Carmen Boeger

suggested that it might be beneficial for the instructors to review the audio and transcribed portions. Stephanie Harris will get the information to the instructors teaching during the December academy.

Kevin Haight had a meeting with John Morton and Jill Nichols at POST on 09/10/19 to discuss a few topics:

- The possibility of scheduling 2 academies each year as a standard. POST personnel are willing to add a second academy but would prefer to wait until after the online academy has been completed so POST can determine how many Emergency Communications Officers will be attending the academy versus taking the online version.
- The request of allowing Emergency Communications Officers who take the online academy to attend and be part of the next available POST academy graduation. Kevin Haight shared that Jill Nichols had a concern with this, and Kevin Haight shared her concerns and feels that there is more of a commitment from those actually attending the academy. Erin Hidalgo expressed that it's not the employee's fault as their administration will be making the decision as to which version of the academy employees will complete. Craig Logan shared that whether someone attends the academy or takes the online version, the end result is the same, the person will be certified. Stephanie Harris shared that she thinks that it means a lot to a person to be allowed to take the oath given at the academy graduation. She also shared that she has taken college courses online and she was given the option to walk in her college graduation. Roxanne Wade suggested that the employees taking the online version could somehow notify POST in advance that they would like to participate in the upcoming POST academy graduation. Cindy Felton said that although an agency may choose not to send an employee for the two week academy they may choose to send the employee for one day to attend the graduation. Kevin Haight will have another discussion with POST personnel to share the PSAP committee member preference to allow employees the option to be invited to participate in the next available POST academy graduation if they take the online version.
- Kevin Haight reminded POST personnel that there are funds available to help cover the administrative costs associated with the Emergency Communications Officer's academy.

Future Meetings

MOTION: Erin Hidalgo moved, Roxanne Wade seconded, that the November 6th meeting be cancelled due to the PSAP Conference being held the prior week. The motion passed.

MOTION: Charlene Holbrook moved, Carmen Boeger seconded, that the December meeting be held on the 12th to allow for committee members to attend the Emergency Communications Officer's POST Academy graduation on December 13th. The motion passed.

The December meeting will be held at the Ada County Communications Center, 945 E. Pine, Meridian, ID, in the Lucky Peak Room.

Action Agenda

Regional Quarterly Trainings

Q1 – Missing Children / Amber Alert Training – Tanea Parmenter/BCI

Q2 – Purpose over Preference – Andrea Dearden

Q3 – Suicide Prevention Fundamentals for Idaho – Kim Kane

Carmen Boeger will be contacting the Fusion Center to inquire if they would be interested in doing quarter 1 training throughout the state.

Lynn Parker suggested possibly having some type of mental health training for one of the quarters.

2020 Conference Dates & Location – Coeur d’Alene Inn - October 19-21, 2020

Nothing at this time.

2019 Conference Venue – Riverside Hotel, Garden City – October 28-30, 2019

All committee members need to meet at 11:00 a.m. on October 27, 2019.

Keynotes

- Day 1 – Gordon Graham – 5 Concurrent Themes for Success
- Day 2 – State Representative Rick Youngblood – Always Be Humble & Kind

DeAnn Taylor needs information from Jason Cantrell and Melissa Stroh. Carmen Boeger will contact them.

Proposed Breakouts

- **Long Breakouts**
 - Day 1 –Gordon Graham – Customer Service – Creating Some Wow
 - Day 2 – NPD Officer Jason Cantrell & NFD Kirk Carpenter – Rescue Task Force
- **Short Breakouts**
 - Brian Taylor – Court Testimony/Liability
 - Melissa Stroh & Jennifer Sullivan – Bullying in the PSAP
 - BPD Officer Blake Slater - Crisis Intervention
 - NPD Eric Duke & NPD Officer Jason Cantrell – Officer Involved Shootings

Conference Fundraising Goal - \$30,000

Trisha Marosi shared the following:

- 26 industry partners registered for vendor booths.
- \$26,000 has been committed so far.
- She has requested biography and logo information from the industry partners. Once she receives them she will forward them to DeAnn Taylor.
- The following industry partners have had a vendor booth at past conferences but have not registered yet for the upcoming conference: Legacy Power Services, ECATS, Lifeflight, Alert Sense, FirstNet, Teton Communications, Russ Bassett, Two Way Net, Frontier, and B&E Fire.

Kevin Haight asked committee members to reach out to any contacts they may have with those companies.

Technical Tracks – Dana Hanford/IPSCC LMR Committee

Nothing at this time.

Assignments

- **Sponsor/Vendors & Fees** – Trisha Marosi/Charlene Holbrook

Nothing at this time.

- **Speakers/Break-Outs/POST Credit Approval** – Carmen Boeger/Roxanne Wade/Kevin Haight

Nothing at this time.

- **Facility/Food/AV Equipment/Scrutiny of Contract & Billing** – Charlene Holbrook/Jennifer Sullivan

Roxanne Wade shared that Canyon County has an ELMO available for Gordon Graham.

We will need 4 projectors: Cullin Sherman and Kevin Haight will each bring one which will be used in the technology break out rooms. The other two projectors will be obtained from the hotel.

- **Welcome Reception**

Will be held on October 28, 2019 from 1800-2000 hours.

Erin Hidalgo said that she would like to see the attendee names on both sides of the name tags. Cullin Sherman will print two cards for the lanyards.

Erin Hidalgo recommended that we give a challenge coin to the newest dispatcher and the longest serving dispatcher each day at the conference. Challenge coins will also be given to the APCO/NENA award recipients.

- **Tuesday Night Event – BSU Stueckle Sky Center**

- \$2,320.00 – Room Charge
- \$50.00 – AV Equipment
- \$240.00 – Operations Equipment (Stage, etc.)
- \$100.00 – Bar / 2 employees @ \$17.00/hour
- \$600.00 – (Kill-A-Brew Band)
- \$50.00 – Tour of the Blue Turf
- \$159.60 – Sales Tax
- \$17.99-\$30.00/person – Buffet (Hawaiian Luau)

- Attendees will be charged \$25.00/person

Tour of the BSU blue turf will be from 6:00-7:00 p.m. with dinner and the band following at 7:00 p.m.

MOTION: Erin Hidalgo moved, Carmen Boeger seconded, that the instructors who are teaching for no cost can attend the Tuesday Night Event for free. Their meals will be paid with the PSAP committee conference funds. The motion passed.

- **POST Rosters** – Kelly Copperi

Nothing at this time.

- **Eventbrite/Registration/Attendee Name & Email List** – Kelly Copperi/Cullin Sherman

Registration opened on July 1, 2019.

- **Spiral Notebooks/Posters/Promotional Materials** – DeAnn Taylor

DeAnn Taylor is having notebooks printed on 10/14/19. The cost will be approximately \$3,000.00. She needs all documents no later than 10/07/19.

- **Swag Bags (300)/Lanyards, Pens, Raffle, Evaluations** – Trisha Marosi/Wendy Berrett/Kelly Copperi

Nothing at this time.

- **Certificates/Photos/Newsletter** – Cindy Felton/Erin Hidalgo

Nothing at this time.

- **Registration Table/Schedule Cards** – Cullin Sherman/Erin Hidalgo

Nothing at this time.

- **Honor Guard/Singers/Bagpipes** – Kevin Haight/Wendy Berrett

Pipes & Drums

- Day 1 – Nampa Police Department & Boise Police Department Pipes & Drums
- Day 2 – Boise Fire Department Pipes & Drums

Honor Guard

- Day 1 – Treasure Valley Honor Guard
- Day 2 – Treasure Valley Honor Guard

Singers

- Day 1 – Maddie Zahm
- Day 2 – Jeff Austin

- **Photo Booth** – Roxanne Wade/Stephanie Harris

Halloween Theme.

- **Governor Welcome Letter** – Kevin Haight

Kevin Haight has received the Governor's welcome letter.

- **Idaho APCO/NENA Meeting** – Jennifer Sullivan

The meeting will be held at lunch on day 2.

- **Travel Coordinator** – Lynn Parker

Kevin Haight shared that we will need to provide transportation for Gordon Graham.

Rule of 80 Discussion – Kevin Haight

- Kevin Haight met with Jake Ellis who is a retired Fire Chief and now a state representative. He is a supporter of dispatchers and wanted to know how he could support with the rule of 80 endeavor. Kevin Haight will forward his information to Vaughn Killeen. Kevin Haight also spoke with Jake Ellis about future plans of mandating EMD (Emergency Medical Dispatch) for those communications centers who handle medical emergencies. This will become a focus after the online academy has been completed. The PSAP committee will be assisting with both endeavors.
- Carmen Boeger shared that next week she invited state representatives and other governmental leaders to the Nampa Police Department communications center to discuss the profession of Idaho dispatchers.

PSAP Committee By-Laws:

The PSAP Committee is proposing the addition of Article VIII: Social Media Content Oversight to the PSAP Committee By-Laws. It would allow the Vice Chairperson of the committee to facilitate social media communication positivity and professional among and within the public safety emergency communications profession. Carmen Boeger will be presenting this information to the IPSCC on 09/12/19.

Carmen Boeger shared a concern that if in the future someone on the committee is interested in the Vice Chairperson position of the committee however, not interested in doing the social media, it could create an issue. Kevin Haight said that his understanding is that the Vice Chairperson does not necessary need to actually do the social media, but would oversee it.

MOTION: Carmen Boeger moved, Erin Hidalgo seconded, that the PSAP Committee accept the bylaws with the suggested Social Media addition with anticipation of approval from the IPSCC on 09/12/19. The motion passed.

Carmen Boeger is suggesting that we launch social media at the upcoming PSAP Conference.

PSAP Committee/Conference Name Change:

Kevin Haight suggested that in the future we may need to consider changing the name of the committee and conference due to the public safety profession moving away from using the PSAP terminology.

Open Forum/Discussion

DALF Videos: (Madison County) Contact Kevin Haight if anyone would like to borrow the Denise Amber Lee Foundation videos.

Adjourn

MOTION: DeAnn Taylor moved, and Erin Hidalgo seconded that the meeting adjourn. The motion passed.

The meeting adjourned at 14:13 p.m. MST

Kevin Haight
Committee Chair

Cindy Felton
Committee Secretary